



Date: July 06, 2021

Revision- July 14, 2021- New flow chart procedure / engine component transfer bulletin now available (see pg. 6-7)

Contact: Technical Services

Subject: NHTSA Recall 21V-502-SAFETY RECALL

Recall Communication:  USA market- RS660 & Tuono 660-- Connecting Rods
(Internal campaign code PA2ZZQ2107)

Affected Models: A specific range of:

- 2021 RS 660
- 2021 Tuono 660

Concern: As part of our ongoing commitment to improve product quality and to provide the best possible customer satisfaction, it has come to our attention that **a specific batch of crankshaft connecting rods have been found to have a defect.**

Cause: SPT srl the supplier of the connecting rods installed on the vehicles, has found that **a specific batch of connecting rods were produced without the correct heat treatment and could become compromised and break. This situation could result in a stoppage of the engine, which affects safety and may lead to a crash.**

Correction: **On affected vehicles, the engine will be replaced.** Please determine which vehicles in your stock or sold by you require this recall.

- Update the vehicles already in circulation as soon as the customer requests it.
- Update the vehicles in your stock, which must NOT be warranty registered or delivered to the customer before the replacement of the engine.

We are currently in the process of notifying the Customers who have already purchased the product in question directly. We would appreciate your full cooperation to ensure that the necessary replacement procedure necessary is performed as soon as possible.

The restoration of customer motorcycles **MUST** be prioritized over stock motorcycles.

As usual, the list of frame numbers involved in the campaign is viewable in the section Campaigns / Campaign Reports of the PWM warranty management software suite.

Customers can also check for themselves if their vehicles are subject to this recall campaign from the "Customer Service" section of the website www.aprilia.it.



The intervention to be carried out on the motorcycles involved will be the complete replacement of the engine only (specific code CM2966115 without Air box - Engine ECU - Engine wiring harness - Canister etc), therefore the original components of the vehicle must be reused.

Checking dealer inventory for campaigns:

	In Stock	Sell-Out	Sell out repaired by other Dealer	Total	Interventions
suspended	0% (0 Vehicles)	0% (0 Vehicles)	0% (0 Vehicles)	0% (0 Vehicles)	

Sold dealer stock vehicles beginning week of 7/12: We have created a procedure for vehicles where the sale is pending based on completion of the recall. For vehicles in this category, please enter the recall claim in the PWM system and email fastmovingpromo@piaggiogroupamericas.com. Please supply the VIN number along with the customer information (Name, address, phone #). Based on a valid request, the recall parts order will be processed and engine will be shipped. Emails that do not contain valid customer information or no customer information will not be processed for shipment of engine. If a vehicle that requires this recall is already with a customer and VIN is NOT warranty registered, please contact your technical representative immediately.

Owner Notification: Each owner of a vehicle included in this recall will be notified by first class mail. In this letter Aprilia will describe the details of the concern, the cause, and the correction addressed by this recall. In addition, Aprilia asks that each owner contact their respective Aprilia dealer to arrange for an appointment to have the parts and labor required of this recall completed.

Please make every effort to accommodate your recall customers within your existing service schedule. In addition, Aprilia has provided each recall customer with details of the TREAD Act Reimbursement program. In short, this program provides a plan to reimburse a customer who has already paid for the same repair or update as described in the recall documents. **A copy of the Owner Notification and the TREAD Act Reimbursement letters are included at the end of this bulletin.**

Important Note: Under the National Traffic and Safety Act of 1966 as amended, if there has been a recall campaign, dealers must assure that all new vehicles and new items of replacement equipment



are free of safety defects and comply with all applicable Federal Motor Vehicle Safety Standards at the time of delivery to the customer. **This means that dealers may not deliver new motor vehicles or new items of replacement equipment to consumers unless the safety defect or noncompliance has been remedied before delivery.**

VIN Identification (individual or customer VINS):

1. Go to the Dealer Portal <https://dealerportal.piaggiogroup.com/> and enter your Username and Password. From the left-hand menu, click on **"Piaggio Business Service"**
2. From the Piaggio Business service page, choose the tab **"Piaggio Warranty Management"**
3. Select **"Other functions"** in left-hand main menu, then **"Vehicle History"** in the sub-menu.
4. Enter the VIN number next to **"Frame number"** and click **"Retrieve Data"**
5. Click the box next to **"Active Campaigns"** to view any recalls or technical updates that **apply** to the VIN. This recall has the campaign description, **"Engine Replacement"**
- 6.. The status of the campaign can be determined from the status column.
Status examples are shown below:

TO DO: a claim for the campaign has not be entered

SUSPENDED: a dealer in the network has entered a claim for the campaign, but has not finalized or carried it out. Please contact our warranty administrator-
iris.henry@us.piaggio.com

PERFORMED: a claim for the campaign has been entered and carried out by a dealer

Warranty Claiming:

1. From the PWM warranty system menu, click on **"Campaigns"**. In the sub-menu choose **"Enter Campaigns"**, then enter the VIN next to **"Frame number"** and click **"Search"**.
2. Under **"Campaign Code"**, click on the **underlined campaign ID code** for the procedure/coupon being performed:
 - **Coupon-Engine replacement: Service coupon which provides for the replacement of the engine and the labor employed.**
3. Under **"Serv. Coup. Data"**, enter the **KM/Mi.** of the vehicle.
4. Click the **"SAVE"** icon at the top of the claim



5. Once the replacement has been completed, it is essential to immediately declare the service coupon as carried out* in the PWM system in order to conclude the intervention and receive reimbursement.

* During the process of carrying out the intervention, a pop-up window will open where the serial number of the new engine must be matched to the frame that is subject of the campaign; Coupons that are not declared "carried out" (in PWM status management) within 6 months from the day of entry will be automatically discarded by the system as NOT CARRIED OUT and will NOT be refunded.

MANDATORY ATTACHMENTS TO THE SERVICE COUPON:

We remind you that it is essential to attach the below ECU reports and oil level check to the service coupon (freeze and save reports are created using PADS tool): Must be compiled into a zip file for attaching to service coupon

- Instrument panel ECU
- ABS ECU
- Engine ECU
- Engine Oil level check (page 10 below)

Failure to comply with all the above information could generate, after a check, the debiting of the cost of the service coupon entered.

When preparing the removed engine for shipment back to aprilia, it will be mandatory to print and attach in duplicate (one copy on the engine and one on the outside of the crate) the table, shown below, adequately filled in.

PRINT THE TABLE FOUND ON PAGE 9 (see example below) AND ATTACH IT TO THE ENGINE AND TO OUTSIDE OF CRATE

SELECT THE TYPE OF USE WITH AN X AND ENTER THE OLD ENGINE NUMBER IN THE CORRESPONDING COLUMN THAT APPLIES

ENGINE CLASS		Use		A	B	C	D
		Pista/Track	Strada/Road				
VIN: _____					0 - 2,000 km 0 - 1,250 mi	2,001 - 5,000 km 1,251 - 3,100 mi	> 5,000 km > 3,100 mi
MODEL	CODE			STOCK	SOLD	SOLD	SOLD
RS / TUONO EMEA – APAC - NAFTA	CM2966115	X			M581M 0007695		

Note: if the vehicle has only carried out a few amateur sessions on the track, it is not to be considered as "Pista/Track" use.



FORESEEN LABOR AND SPARE PARTS:

Coupon: Engine replacement

Minutes of labor for procedure: **345 minutes**

Spare part no. RS /TUONO EMEA-APAC-NAFTA: code CM2966115

The entry of the service coupon will result in the dispatch of an engine NOT equipped with air box, engine ECU, engine wiring harness, canister, etc., therefore please use the components previously installed on the vehicle (see dedicated operating procedure that will be published shortly on the Service Portal) .

A small parts KIT (details in the table below) will also be sent together with the engine, which you will use in order to complete the operations in a workmanlike manner.

Also enter the warranty request for a second kit of small parts code 1L006293C to stock-up for any eventual need, entering in the notes "code PAZZZQ2107 as campaign information".

The reimbursement of engine oil and coolant is included in the labor reimbursement.

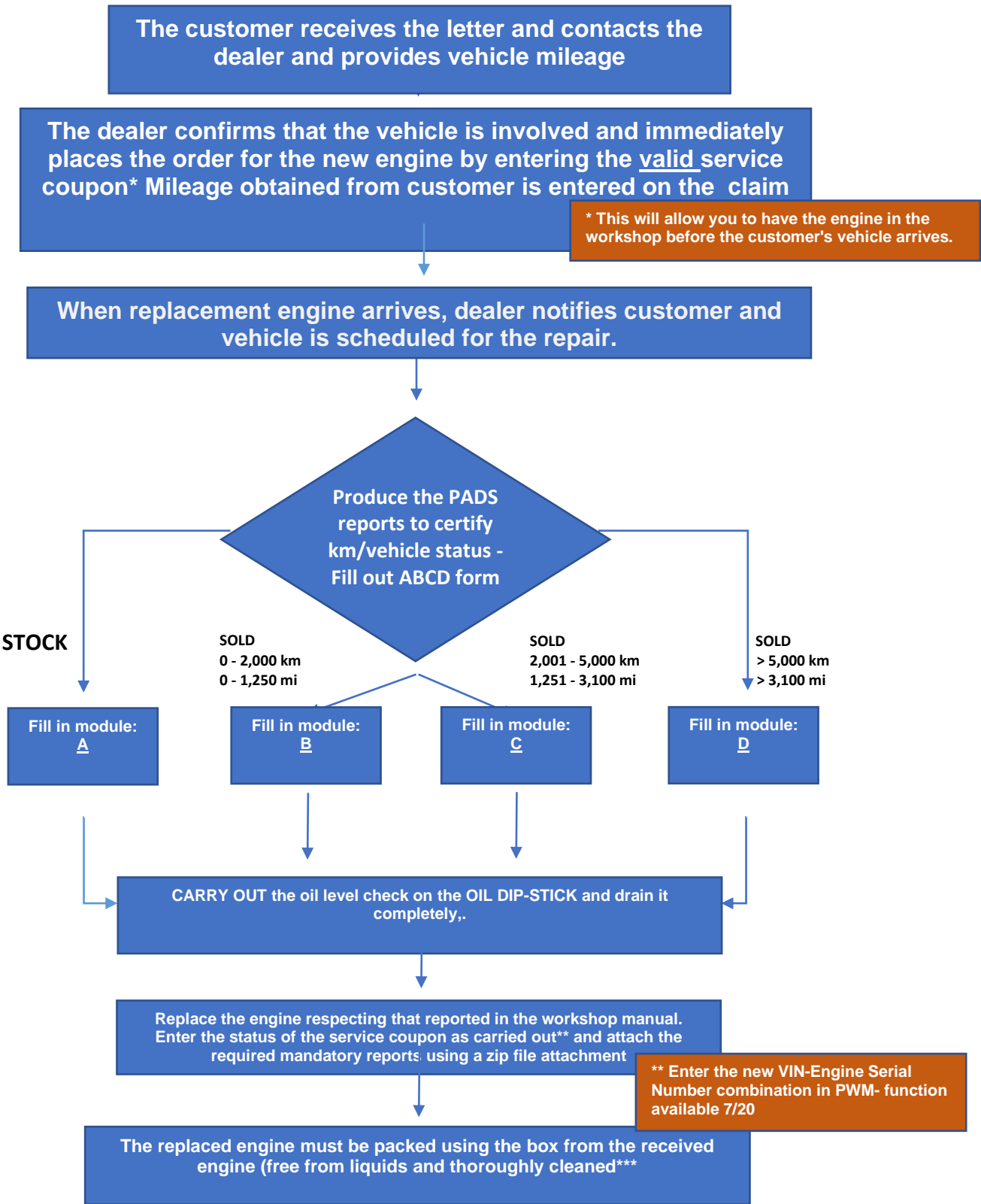
Table of small parts kit code 1L006293C

Description	Part No.	Q.ty
Small clamp	2D000676	8
Aluminium gasket for coolant discharge screw	847239	1
Exhaust gasket	852090	2
Pre-impregnated flanged hex head screw M10x25. Pinion fastening	B043047	1
Pre-impregnated TBEI M5x12 TORX screw. Rear mudguard / Chain slider fastening	2B003422	3
Pre-impregnated flanged TE M6X16 screw. Rear brake calliper fastening.	2B002418	2
Oil drain plug gasket	831393	1
Sheet metal edge clip (pipe grommet)	CM013203	2
Canister hose clamp on throttle body	CM001911	2
Hose clamp for blow-by hose	CM001905	1
Air filter	2B006532	1

NOTE: Inside the engine crate you will also find a VCI bag and a set of protective films, essential material to protect the engine and frame during the installation of the engine itself and for the correct packaging of the engine which must be returned to Aprilia.

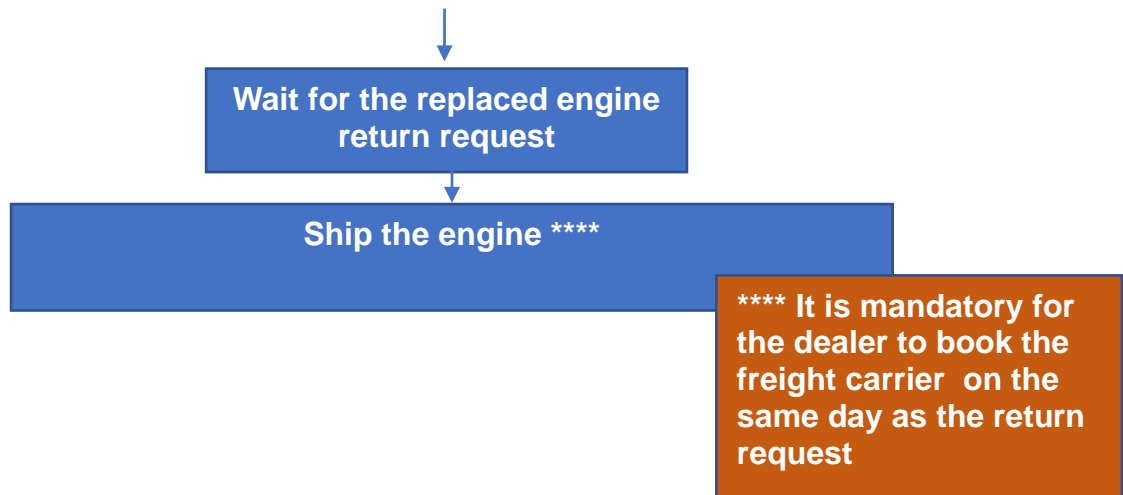


Below is an operational diagram for the management of the interventions





aprilia



Specific instructions for returning new engines vs. customer engines will be posted soon and will be available for download under the heading of this bulletin.

Below is an operational diagram for the management of the interventions

Note***: thoroughly clean the engine before packing it in the crate in order to avoid disputes by the couriers (DHL-SDA) relating to the presence of liquid spillages.

Use the VCI bag to avoid possible small liquid spillages and apply the protective films

Refer to the Aprilia RS/TUONO660 workshop manual and the dedicated operating procedure that will be published shortly on the Service Portal, for any other information or generic operational details, as well as for the tightening torques of the individual spare parts.

Operating procedure for transfer of components to new engine **is now posted** and is available for download under the heading of this bulletin.

IMPORTANT: after completing the installation of the engine it will be necessary to perform all the necessary setups via PADS as reported in the Aprilia RS/TUONO660 workshop manual.

Very truly yours,

Aprilia - Technical Services
Piaggio Group Amer



FACSIMILE OF THE ECUs REPORT

Below are the downloadable PADS 4.0 pdf files by way of example; if you still use the original PADS software, perform “freeze and save” reports or screen-shots of the diagnosis SW. If you have uncertainty about how to do “freeze and save” reports, please contact your technical representative.



APRILIA BENZINA RS APRILIA BENZINA RS APRILIA BENZINA RS
660 COBO TFT ZD41660 CONTINENTAL 1660 MARELLI IAW 11

A yellow rectangular box containing three PDF icons (a document with a red 'PDF' label) and the text "APRILIA BENZINA RS APRILIA BENZINA RS APRILIA BENZINA RS 660 COBO TFT ZD41660 CONTINENTAL 1660 MARELLI IAW 11".



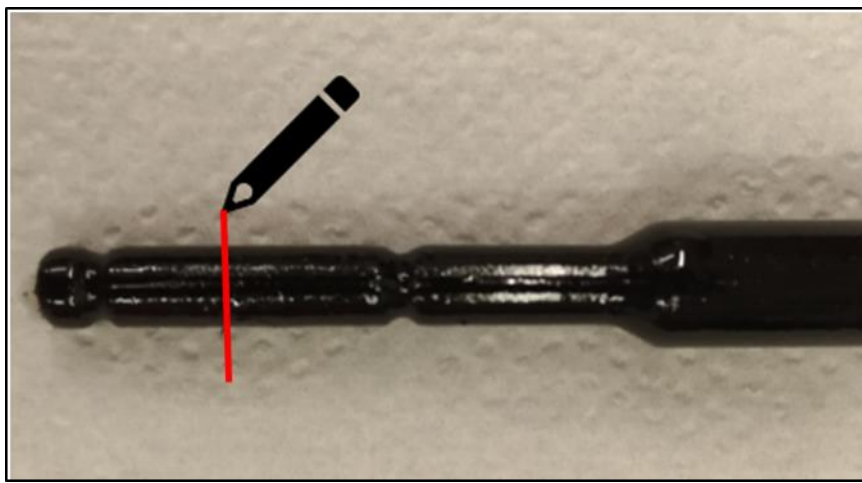
CLASSE MOTORE	Utilizzo	A	B	C	D
VIN: _____	Pista/Track		0 - 2.000 km 0 - 1.250 mi	2.001 - 5.000 km 1.251 - 3.100 mi	> 5.000 km > 3.100 mi
	Strada/Road				
MODEL	CODE	STOCK	SOLD	SOLD	SOLD
RS / TUONO EMEA – APAC - NAFTA	CM2966115				



Attach completed table below to the service coupon
(draw a line corresponding to the oil level found)

	LEVEL	
Engine oil	A diagram showing a vertical dipstick with a curved top edge and a dashed vertical line indicating its center. To the right of the dipstick is a small black pencil, oriented vertically with its tip pointing downwards.	

Example





Date: July 07, 2021

Dear Valued Customer:

IMPORTANT SAFETY RECALL

Regarding your: **2021 RS 660**
2021 Tuono 660

THIS NOTICE APPLIES TO YOUR VEHICLE VIN: _____

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Aprilia has decided that a defect, which relates to motor vehicle safety, exists in a specific range of Aprilia motorcycles. The NHTSA identification number of this recall is **21V-502**. The Piaggio Group internal campaign code for this Recall is PA2ZZQ2107.

REASON FOR THIS RECALL

In the affected range noted below, during checks made by the company SPT S.r.l., supplier of the connecting rod mounted on your vehicle, we have been informed by the supplier that a batch of supplied connecting rods was subject to a heat treatment that does not conform to standards. **This situation could result in the breakage of the connecting rod and jeopardise the correct functioning of the engine, which affects your safety and may lead to a crash.** According to vehicle registration records, you are the owner of a vehicle that falls within the affected VIN range.

- **2021 RS 660**
- **2021 Tuono 660**

WHAT WE WILL DO

To address this situation, Aprilia will conduct a recall of models within the affected VIN range. **Aprilia, through the qualified Aprilia dealer network, will replace the engine in your vehicle with a new engine.** This repair campaign will eliminate any potential safety risk. The work required by this recall will be completed by your qualified Aprilia dealer at no charge to you for the required parts and labor. The work time for the repair is approximately **346 minutes**.



WHAT YOU SHOULD DO

With the receipt of this letter, please contact your authorized Aprilia dealership **as soon as possible** to schedule an appointment to have the recall completed. Instructions for this recall have been sent to your dealer and the parts are available. Your dealer is best equipped to obtain parts and provide service to ensure that your vehicle is corrected as promptly as possible. We would like to clarify that the decision to replace the entire engine, instead of simply replacing the connecting rod in the engine installed on your vehicle, does not result from doubts or uncertainties concerning the full functionality and safety of the other components, but solely and exclusively from our will to seek and pursue the highest levels of satisfaction of our customers on a daily basis. **Until the engine replacement is made, we kindly ask you to only use the vehicle to go to your Dealer to have the said operation carried out; in this regard, we kindly ask you to drive your vehicle carefully and at a moderate speed.**

If you take your vehicle to your dealer on the agreed service date and they do not remedy this condition on that date or within three (3) days, we recommend you contact our Customer Care helpline at 212-380-4400.

After contacting your dealer and the above number, if you are still not able to have the safety defect remedied without charge and within a reasonable time, you may wish to write to: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Our Customer Care helpline (**212-380-4400**) is available to provide you with further information and any support you may need. Should the vehicle not be in your possession or available to you, please provide the name and address of the purchaser by contacting our Customer Care department or by filling out the form on the following page. This form can be faxed to 212-380-4459. Our Customer care email is: customercare@us.piaggio.com

If you previously had the work required of this recall completed at your own expense, please refer to the attached letter (Tread Act Customer Reimbursement Plan) describing the criteria and procedure to request reimbursement.

Federal law requires any lessor who receives a notification of a determination of a safety-related defect or noncompliance pertaining to any leased motor vehicle shall send the notice to the lessee within 10 days.

We are sorry to cause this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products. Thank you for your prompt attention to this important matter.



Very truly yours,

Aprilia - Technical Services
Piaggio Group Americas

RS 660 and Tuono 660 - Engine replacement recall

VIN # (Full 17 digits): - - - - -

New Owner Details (if not in your possession)

First Name: _____ Last Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Date of transfer: _____

Vehicle not available for the following reasons: Scrapped: _____ Stolen: _____

Vehicle not available for other reasons: (Please specify)

Print Name: _____

Signature: _____ *Date:* _____



TREAD ACT CUSTOMER REIMBURSEMENT PLAN

Customer Reimbursement for Safety Related Recall Repairs
Effective with Safety related recalls initiated as of January 15, 2003

Aprilia is initiating a safety related recall for a select range of models that includes your VIN number. If you have previously paid to have the repair or update as described in the recall documentation completed, you are entitled to be reimbursed for that expense.

You are encouraged to request reimbursement from your respective Aprilia dealer. Alternatively, you may submit the request for reimbursement to the following address:

Customer Care
Aprilia – Piaggio Group Americas
257 Park Avenue South, 4th Floor
New York, NY 10010

In every case:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not consequential expenses such as towing, rental, accommodations, damage repairs, etc.
- Expenses from repair facilities outside of the Aprilia authorized dealer network will be considered; however, the repair procedure must meet Aprilia's standards.
- When reimbursing for parts, the Manufacturers Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last customer notification letter sent by Aprilia are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.

The authorized Aprilia dealer will request a copy of the customer notification letter, as well as a copy of the owner's previously paid invoice, and then inspect the vehicle (if still in the possession of the invoice holder) to determine the scope and quality of the previous repair. Claims will be processed within 60 days of receipt.